



Customer Proprietary Network Information (CPNI)
Internal Policy and Procedures
for

Advanced Communication Technology
& Services, Inc. dba CauseBox

January 10, 2011

Customer Service and Reception:

1. Assign a ticket to any "request for information" for archival and tracking purposes
2. Do Not dispense or deliver any customer information directly to the requestor, unless a unique and specific password has been established for this purpose that clearly identifies the requestor as an authorized recipient of the information requested; otherwise:
3. USPS mail any requested information to the billing address and contact of record, or
4. place a call to the contact of record at the telephone number of record (only) to deliver the information (then email securely and confidentially), or
5. the requestor may come into Advanced Communication Technology & Services, Inc.' offices with valid company ID
6. Document every such transaction separately in the "regulatory" repository
7. Never disclose names, addresses, telephone numbers, CDRs, or any other customer-specific details directly over the phone.
8. Seek advice from management if you are unsure of how to process any request for information
9. Failure to comply and adhere to this policy could result in disciplinary action

Awareness of Data Brokering and Pretexting:

Immediately report any instance of suspicious activity that appears to be in the form of an unauthorized request for information. If possible, capture all relevant information, including: Time, Date, Originating Telephone Number, Name, and information requested.

Report this information immediately to Advanced Communication Technology & Services, Inc. Legal Department on the internally provided CPNI breach reporting form.

Customer Self-service:

All self-service portals are password protected and require user name and password authentication for access.

CDRs may be retrieved by the customer from a secure, password-protected FTP site or converted to CD and mailed to the address of record/contact of record.

At this point, Advanced Communication Technology & Services, Inc. does not permit external access to any billing information or customer databases.

Use of Customer information for Marketing:

Advanced Communication Technology & Services, Inc. does not use any customer information for marketing purposes without written consent from the customer contact of record.

Invoice Message:

Advanced Communication Technology & Services, Inc. provides the following information on customer invoices:

"Consistent: with FCC regulation, Advanced Communication Technology & Services, Inc. dba CauseBox protects customer proprietary information and shall not release information without verification or authentication of the requestor, following strict practices authorized by the FCC . Advanced Communication Technology & Services, Inc. dba CauseBox will not utilize any customer information for marketing purposes without the expressed written consent of the customer."